

September 14, 2000

Honorable Wayne L. Peterson
Presiding Judge, San Diego County Superior Court
330 West Broadway, Suite 477
San Diego, CA 92101-3830

Dear Judge Peterson:

Subject: Response to the June 14, 2000 Report by the San Diego Grand Jury

I appreciate the contributions of the Grand Jury's June 14, 2000 report to continue the City's long standing commitment to modernize and improve the operation of the Water Department. We are also grateful for the acknowledgment in the Grand Jury's 6/14/00 press release that the report is intended "to complement changes proposed or actually inaugurated by the City Manager."

Since 1995 the Water Department has undergone significant change. This has included moving the Wastewater Collection Division to the Metro Wastewater Department, completing various external review and assessments, reorganizing several divisions of the Water Department, and development of the nationally recognized Supervisory Control and Data Acquisitions (SCADA) technology to integrate and automate its operations.

More recently, various actions have been taken which will further improve the effectiveness of the Water Department's billing practices. These actions include:

- Authorizing the hiring of 18 additional staff positions.
 - < Six additional staff for Customer Services
 - < Three additional code enforcement staff
 - < Eight additional meter shop staff
 - < One Assistant Deputy Director
- Receiving City Council approval for significant changes to the Water Department's billing and collection procedures.
- Completely revamping the Fire Hydrant Meter Program so that City staff will install, secure and read all construction meters.

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- Modifying the Municipal Code to enhance the Water Department's code enforcement efforts.
- Transferring negotiation of deferred payment plans to the Treasurer and settlement agreements to the City Attorney.

I am committed to implementing changes to the Water Department that will result in a high performing billing and collection program.

In accordance with California Penal Code 933(c), enclosed please find the response to the findings and recommendations contained within the above cited Grand Jury report. Also, enclosed as background information are memorandums and a report to Mayor and City Council as specified in the enclosure listing below.

Sincerely,

Michael T. Uberuaga
City Manager

Enclosures:

Response to Findings and Recommendations dated September 14, 2000
Memo to Mayor and City Council dated June 14, 2000,
Grand Jury Report on the City of San Diego Water Department
Memo to Mayor and City Council dated March 24, 2000,
March Status Report on the Water Department Billing and Collections
Memo to Mayor and City Council dated February 28, 2000,
Follow Up on the Water Department Billing and Collection Report
Manager's Report to Mayor and City Council dated December 22, 1999,
Water Department Billing and Collections Report

MTU:MB:mm

cc: Honorable Mayor & City Council

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